



City of Long Beach
Department of Human Resources

PERSONNEL POLICIES AND PROCEDURES

Subject: EMPLOYEE ASSISTANCE PROGRAM

Effective: 4/2/98

Number: 6.1

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I. POLICY STATEMENT

The City of Long Beach is committed to providing an effective Employee Assistance Program (EAP) that will help employees resolve personal problems that affect their job performance, behavior, and/or attendance.

II. PROCEDURES

A. Voluntary Referral - A voluntary referral is when an employee voluntarily contacts the EAP staff for assistance.

1. An employee may voluntarily contact the EAP staff without notifying their department; or
2. A voluntary referral may be recommended to the employee by the employee's supervisor, department management representative, or Occupational Health office when a personal problem may adversely affect the employee's job performance, behavior, and/or attendance if assistance is not provided.

B. Mandatory Referral - A mandatory referral is a direct order for the employee to meet with EAP staff for an intake and assessment conference.

1. The employee's departmental management representative may mandatorily refer an employee to the EAP if there is concern that the employee has personal problem(s) that adversely affects the employee's job performance, behavior, and/or attendance.
2. The employee is required to attend the intake and assessment conference. This conference will be on City paid-time.
3. If the EAP staff determines that the employee would benefit from the program, the employee is encouraged to participate and to take all the necessary actions to correct the problem(s) that was the basis for the referral.
4. Failure to attend the mandatory intake and assessment conference is considered grounds for disciplinary action. This would be in addition to any other disciplinary action for misconduct or performance problems that were the basis for the mandatory referral.

C. Participation in the EAP - Any participation in the EAP during a voluntary referral or after the mandatory intake and assessment conference is voluntary and shall be during the employee's off-duty-time, or approved-leave-time. The employee shall also be responsible for any expenses that maybe incurred for any continued participation in the EAP.

D. Confidentiality

1. Personal information received from an employee during a referral to the EAP, whether voluntary or mandatory, shall remain confidential between the EAP staff and the employee.
2. The EAP staff will notify the employee's department management representative whether or not the employee complied with the mandatory referral by attending the intake and assessment conference.

E. EAP Awareness Program - Departmental management may request EAP staff to conduct presentations at City facilities for departmental management, supervisors, and employees on various topics such as drug and alcohol use, conflict resolution, stress reduction, and EAP referrals.

F. Anti-Drug and Alcohol Misuse Prevention Programs - Employees covered by the Department of Transportation (DOT) drug and alcohol-testing regulations may be required to comply with additional procedures for a mandatory referral to the EAP pursuant to the City's Anti-Drug and Alcohol Misuse Prevention Programs.

III. FORMS

- A. Mandatory Referral to the Employee Assistance Program
- B. Mandatory Referral Report to the Employee Assistance Program
- C. Report on Mandatory Referral

KB:PH/EAP.98

Revised: 4/2/98

Date:

To: (Employee's Name)

From: (Department Management Representative)

Subject: MANDATORY REFERRAL TO THE EMPLOYEE ASSISTANCE PROGRAM

You are hereby mandatorily referred to the Employee Assistance Program (EAP). Accordingly, You must contact the EAP staff at (562) 570-4100 no later than _____, to schedule an intake and assessment conference conducted by EAP staff. You may schedule this conference on City-paid time. You must immediately notify your supervisor of the date and time for the appointment after it is scheduled.

If the EAP staff determines that you would benefit from the program, you are encouraged to participate and to take all the necessary actions to correct the problems that were the basis for the referral. Any participation in the EAP after the mandatory intake and assessment conference is voluntary and shall be during your off-duty-time or approved-leave-time. You are also responsible for any expenses that maybe incurred for any continued participation in the EAP.

The EAP staff will notify your department management representative whether or not you complied with this mandatory referral by attending the intake and assessment conference as scheduled. Failure to attend the mandatory intake and assessment conference as scheduled is considered grounds for disciplinary action, in addition to any other disciplinary action for job performance problems that were the basis for this referral. While this mandatory referral to EAP is intended to help you resolve your personal problems that affect your job performance, you shall remain responsible for insuring that your job performance and conduct continually meet the standards for your position. Failure to meet the standards for your position on an on-going basis will subject you to appropriate disciplinary action.

I hereby acknowledge receipt of the original
of the above letter.

Employee's Signature _____ Date _____

Attachment: Mandatory Referral Report to Employee Assistance Program

Original: Employee
Copies: Employee Assistance Program
Department Confidential File

Revised: 4/2/98